

**South Carolina Department of Disabilities  
And  
Special Needs**

**EMPLOYMENT SERVICES STANDARDS**

**Effective January 1, 2009**

## **SC Department of Disabilities and Special Needs Employment Services Standards**

The mission of SCDDSN is to assist people with disabilities and their families through choice in meeting needs, pursuing possibilities and achieving life goals and minimize the occurrence and reduce the severity of disabilities through prevention. Consistent with the agency's mission, the intent of DDSN Employment Services is to provide people with Mental Retardation/ Related Disability (MR/RD), Autism, and Head and Spinal Cord Injuries and Similar Disability (HASCI) the supports needed in order for them to meet their needs, pursue possibilities and achieve their life goals through employment.

### **DEFINITION:**

Employment services consist of intensive, on-going supports that enable participants for whom competitive employment at or above minimum wage is unlikely absent the provision of supports and who, because of their disabilities, need supports to perform in a regular work setting. Employment Services may include services to assist the participant to locate a job or develop a job on behalf of the participant. Employment services are conducted in a variety of settings, particularly work sites where persons without disabilities are employed and include activities such as supervision and training needed to sustain paid work. Employment Services may be provided in group settings, such as mobile work crews or enclaves, or in community-based individual job placements.

### **MODELS**

Employment Services consist of three distinct models: enclave, mobile work crew, and individual community placement.

- Enclave – A small group of people (usually 8 or less) who work under the supervision of an employee of the provider agency, in a community business/industry that is not operated by a provider agency, and along side non-disabled employees to produce goods or services controlled by the community business/industry (ex. janitorial services at a specific business/industry etc.). The contractual relationship is between the business/industry and the provider agency, whereby the provider agency then pays the worker. Enclaves must originate from a facility licensed by the state.
- Mobile Work Crew – A small group of people (usually 8 or less), who work under the supervision of an employee of the provider agency, as a self-contained business who typically move to different work sites, by selling a service (ex. landscaping, janitorial) to purchasers within the community excluding provider agencies. The contractual relationship is between the business/industry and the provider agency, whereby the provider agency then pays the worker. Mobile Work Crews must originate from a facility licensed by the state.
- Individual Community Placement – Assessment, job development, placement, and training involve direct facilitation and instruction by provider agency employment services staff. Individual community placement provides support in; community based instruction, career awareness, skills

acquisition, strategic on the job training, long term support and follow-along. Ongoing supports and identification of long term natural supports are imperative for the worker with significant disabilities to participate in competitive employment and to ensure job stabilization without support throughout the tenure of the placement.

ANTICIPATED OUTCOMES:

Employment Services provides skills and support for people who desire to work but for whom competitive employment is currently not achievable. All people, regardless of their disabilities, should have the opportunity and support to achieve work. Employment services is an avenue whereby people with disabilities can engage in meaningful work, sustain a wage and contribute to society regardless of their support needs. Employment Services focuses on a person's abilities and provides the supports the person needs to be successful.

It is expected that SCDDSN Employment Services be provided in a manner that promotes:

- dignity and respect;
- health, safety and well-being;
- individual and family participation, choice control and responsibility;
- relationships with family and friends and community connections;
- personal growth and accomplishments.

It is also expected that Employment Services reflect the principles of the agency and therefore services should:

- be person centered
- be responsive, efficient, and accountable;
- be strengths-based, results oriented;
- maximize potential; and
- be based on best and promising practices.

## MINIMUM STANDARDS

### General

Employment Services will be provided in accordance with all state and federal laws.

When Employment Services are provided through a Mobile Work Crew or Enclave model, the services must originate from a facility licensed by SCDDSN as a Day Facility.

*Guidance: Please refer to SCDDSN Standards for Licensing Day Facilities for Adults*

Employment Services will be provided in accordance with applicable SCDDSN Departmental Directives, procedures and guidance.

People receiving Employment Services are free from abuse, neglect and exploitation.

People receiving Employment Services are:

- 1) informed of their rights,
- 2) supported to learn about their rights, and
- 3) supported to exercise their rights.

*Guidance: Rights include: Human rights, Constitutional rights and Civil rights*

- *Training includes responsibilities as well as rights.*
- *Each person's right to privacy, dignity and confidentiality in all aspects of life is recognized, respected and promoted.*
- *Personal freedoms are not restricted without due process.*
- *People are expected to manage their own funds to the extent of their capability.*
- *Due process is upheld, including the Human Rights Committee review of restriction of personal freedoms.*
- *People with limited knowledge and experience receive training and opportunities to explore their individual rights and the responsibilities that accompany them.*

### Staff Requirements

Employment Services will only be provided by DSN Boards or companies/agencies qualified by SCDDSN to provide Employment Services.

The Employment Services provider must designate a Program Director who:

- Is at least twenty-one years of age,
- Has at least a baccalaureate degree from an accredited college or university in the human services field and two year's experience in administration or supervision in the human services field **or** has a master's degree from an accredited college or university in the human services field and one year's experience in administration or supervision in the human services field, and
- Has references from past employment.

Employment Services will be provided by staff who:

- Are at least eighteen years of age,
- Have a valid high school diploma or its certified equivalent,
- Have references from past employment if the person has a work history,

- Are capable of aiding in the activities of daily living and implementing the Employment Services Plan of each person for whom they are responsible, and
- Have a valid driver's license if duties require transportation of individuals.

### Referral To Employment Services

Employment Services will only be provided to those who are authorized by a DSN Board or contracted Service Coordinator to receive.

*GUIDANCE: Service Coordination will provide the chosen Employment Services provider with a referral notification that at a minimum provides Employment Services with the following information:*

- *Worker information: (name, address, DOB, referral date, SS#, Medicaid # (when applicable), emergency contact information, and name of referring Service Coordinator).*
- *Authorization of service, number of authorized units, and for waiver enrollee.*
- *Additional information: (Critical and emergency information, health/medical information, and care and supervision information.*

Individuals receiving Employment Services are supported to make decisions and exercise choice regarding their work.

Within 15 business days of receipt of a referral, the Employment Services provider will notify the referring Service Coordinator in writing of their intent to:

- Accept the person for service, or
- Accept the referral for placement on the provider's waiting list, or
- Reject the referral

After acceptance into service but prior to providing Employment Services, a preliminary plan that outlines the care, supervision and skills training/interventions to be provided must be developed.

*GUIDANCE: Plan must include essential information to ensure appropriate services and supports are in place to assure health, safety, supervision and rights protection.*

At the time of admission/entry into Employment Services, the preliminary plan must be implemented.

*GUIDANCE: Preliminary plan is to be implemented on the day of admission. When assessments are completed and training needs/priorities have been identified, the plan will be completed and will replace the preliminary plan.*

### Assessment

Within thirty (30) calendar days of acceptance into Employment Service and annually thereafter a vocational assessment will be completed that identifies the abilities/strengths, interests/preferences and needs of the person in the following areas:

- Self-Advocacy/Self Determination

- Self-Esteem
- Coping Skills
- Personal Responsibility
- Personal Health and Hygiene
- Socialization
- Community Participation
- Mobility and Transportation
- Community Safety
- Money Management
- Pre-Employment
- Job Search

*Guidance: At a minimum, assessments must be completed every 12 months.*

### The Plan

Based on the results of the assessment, within thirty calendar days of admission and annually thereafter, a plan for Employment Services is developed by the Program Director or his/her designee with participation from the individual and/or his/her legal guardian.

*Guidance: At a minimum, the plan must be completed every 12 months.*

The plan must include:

- A description of the interventions to be provided including time limited and measurable goals/objectives.  
*GUIDANCE: Placement and training intervention activities which use instructional strategies for training individuals on supported employment job sites.  
 Specific strategies include the use of job duty, task analyses, natural supports, natural cues, compensatory strategies, prompting procedures, and reinforcement and self-management procedures. These procedures/interventions/objectives are provided in a least intrusive method of support.  
 Documentation of the description of how each intervention must be provided to indicate the data to be collected, and schedule for implementation.*
- A description of the type and frequency of supervision to be provided.
- Emergency contact information.  
*GUIDANCE: All critical and emergency information for this individual must be documented in the plan.*
- Current and comprehensive medical information.  
*GUIDANCE: Medications (all medications taken by the individual must be listed and any assistance of medicating must be documented (self medicate or assisted medicate). All relevant medication information must be documented. All specific instructions concerning individual reactions, side effects or restrictions to medicine must be documented.*
- Any information necessary to support the person in an employment setting.

## Implementation

As soon as the plan is developed, it must be implemented.

Data must be collected as specified in the plan and must be sufficient to support the implementation of the plan for each unit of service reported.

- **GUIDANCE:**

- Individual Placement: Hourly documentation of interventions/goals/objectives

- Training method, procedures, and specific measurable activities to obtain the individuals goals must be documented including a written description of the interventions, the date the interventions were provided and signed by the direct care staff providing the service.

- Group Placement: (mobile work crews or enclaves): Goals and objectives will be identified by the results of the annual assessment and will be documented daily on a data recording sheet consisting of the following documentation:

- ♦ A list of the individual's goals and objectives from the assessment and Employment Services plan.
    - ♦ Recording data that the individual was present or absent, participated in the goals and objectives, and if the facility was closed and no services were offered.
    - ♦ Progress on training/interventions results must be documented daily according to desired results, and/or attempts.
      - Percentages will be used to evaluate the progress of the individual's goals and objectives and the percentages will be reviewed every three months to make a determination of progress.
      - If no progress I made during a three month period, a revision of the goal is necessary.
      - Documentation of service is based on 4 hours of active service per day.
      - There will be an assumption that the individual was present the entire day services were provided (during normal facility hours) unless indicated on a time in/time out documentation indicating time away from the facility during those normal facility hours and reasons for the absence(s).

Data entries must be:

- True and accurate;
- Complete;
- Logically sequenced;
- Typed or handwritten in permanent dark ink; and,
- Dated and signed by the person making the entry.

## Monitoring

At least monthly, the plan is monitored by the Program Director or his/her designee to determine its effectiveness.

The plan is amended when:

- a. No progress is being made on an intervention;
- b. A new intervention, strategy, training, or support is identified; or,
- c. The person is not satisfied with the intervention.

When receiving Employment Services through an individual community based placement model, and determined through a consensus of all parties involved to be stable on the job, an exit interview is conducted to determine the continued need for Employment Services. The results of the exit interview are documented and must be provided to the person's Service Coordination provider within 5 business days of the interview.

**Attachments:**

- A Day/Employment Plan of Services – Instructions
- B Day/Employment Services – Amendment to Plan of Services
- C Day/Employment Services – Amendment to Plan of Services
- D Day/Employment Services – Plan of Service